Enabling the Camera on iOS Devices

Instructions for updating BOH devices to enable the iOS camera

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Tags	iOS, Camera, Enable Camera, Restore, BOH

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This update requires a unique iOS update that is only available to Retail. Below are the instructions on how to restore iOS devices from that unique backup.

General Guidelines

- Updates can happen on multiple iOS devices at once. It works very well to have a couple of folks updating the iOS while a couple of other folks update profiles and apps.
- When adding the security profile, a manager or a Preservation & Operations Specialist or above has to install/provision the iOS device for the first time.
- The entire update process will take 5 to 8 minutes per iOS device.
- Questions? Email istquery.apple.com.
- Any technical issues? Contact the IS&T HelpLine.
- Avoid tamper alerts on the sleds: Remove the iOS devices from the sled, prior to tethering.

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Updating the iOS Device (requires a connection to a Mac)

Time required: 2 to 3 minutes

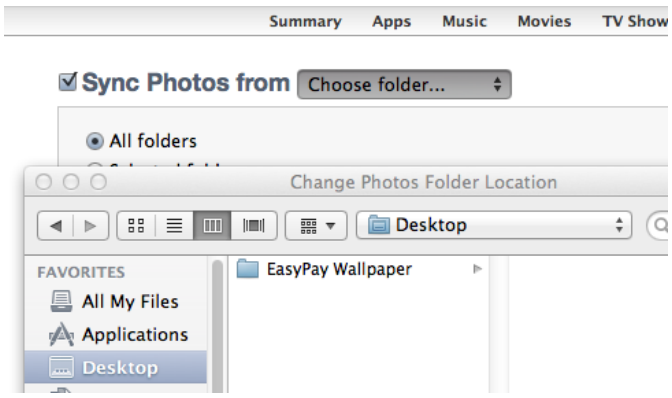
- ☐ Plug the iOS devices into any IS&T-managed system, except Business systems, and log in to the EasyPay touch Restore user. Password: eptcamera
- ☐ Launch iTunes.
- ☐ Select the iOS devices when it appears in iTunes under Devices.
- ☐ Click Restore Backup… Select ”EasyPay Restore - XXX” in the iOS Device Name drop-down menu (XXX equals the localization for the country).
- ☐ Click Restore.

For iOS 6 devices only. Wallpapers will not work with iOS 8.

Adding Wallpapers Back to the Device

EasyTrack wallpapers will not work with this image and you must follow the steps below to add wallpapers back to each device.

- ☐ Once the device is restored, leave it plugged in and from iTunes, select “Photos.”
- ☐ Select “Sync Photos from” and choose the folder “BOH Mobile” on the desktop for BOH devices



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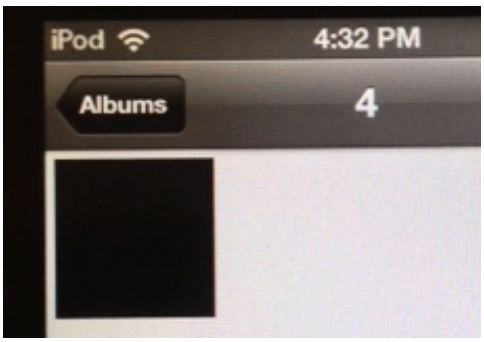
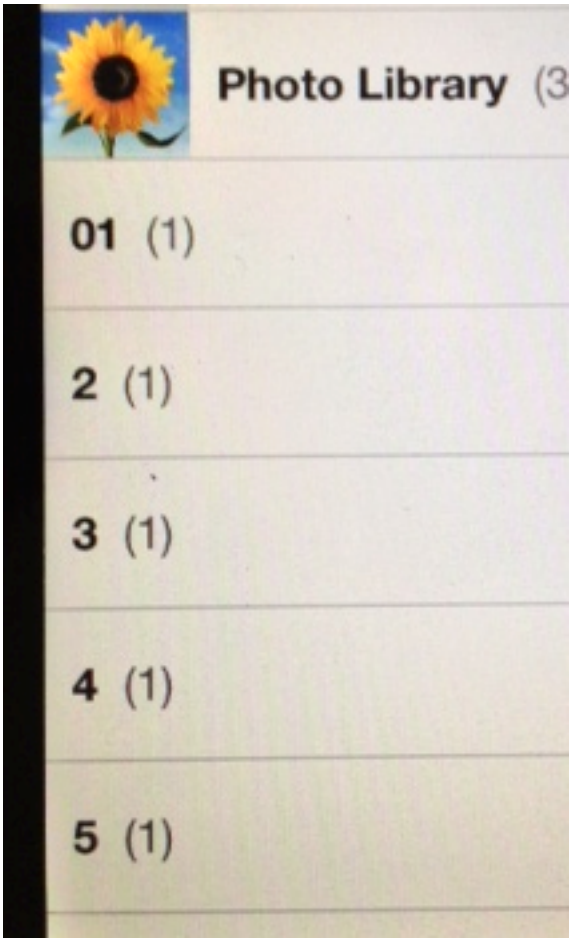
- [ ] Click Open and then click Apply.
- [ ] Finally, click Sync to add the wallpapers.

- [ ] Select the wallpaper for each device:

Due to the new security profiles, you won't be able to see the wallpapers. They will look like black squares.



However, there is one wallpaper in each folder, so select the folder you need the wallpaper for and the image in the folder will be the proper wallpaper.



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Configuring the iOS Device (can be done wirelessly)
Time required: 2 to 3 minutes

- ☐ Once the iOS device is restored, delete all apps that were installed from Switchboard. Previously downloaded apps will not work after the restore.

  DO NOT delete the “Provision” and “Download SB“ apps.

- ☐ Connect to Apple Store Wi-Fi network in Settings.

- ☐ Select the Provision app.

  If you delete the Provision app, you will need to restore the iOS image again.

- ☐ Install the profile. Always choose Install Now.

- ☐ When prompted, enter and reenter the passcode (select what is appropriate for your store).

- ☐ The default language for the restore iOS device will be English. Localize the iOS device as appropriate for your store.

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Installing Switchboard (can be done wirelessly)
Time required: 1 to 2 minutes

- [ ] From the iOS device home screen, select the "Download SB" app

  If you delete the "Download SB" app, go to sb.apple.com in Safari to re-download

- [ ] Install Switchboard.
- [ ] Install all appropriate apps in Switchboard.

Connecting to Argon (can be done wirelessly)

- [ ] Go to Settings > Wi-Fi.
- [ ] Select the Argon network. If this is not available, follow the steps in the Configuring the iOS Device section to install the security profile again.
- [ ] Finally, forget the Apple Store‘ Wi-Fi connection—this will prevent potential connection issues.

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